



# Baltimore in Depth

## A Closer Look at the 2012 Baltimore Citizen Survey Results

City of Baltimore/Department of Finance/Bureau of the Budget and Management Research

The 2012 Citizen Survey asked 1,761 respondents a series of questions to gauge their satisfaction with the services offered by the City of Baltimore and the quality of life in the City. This report focuses on individuals who lived in the **Western District**.

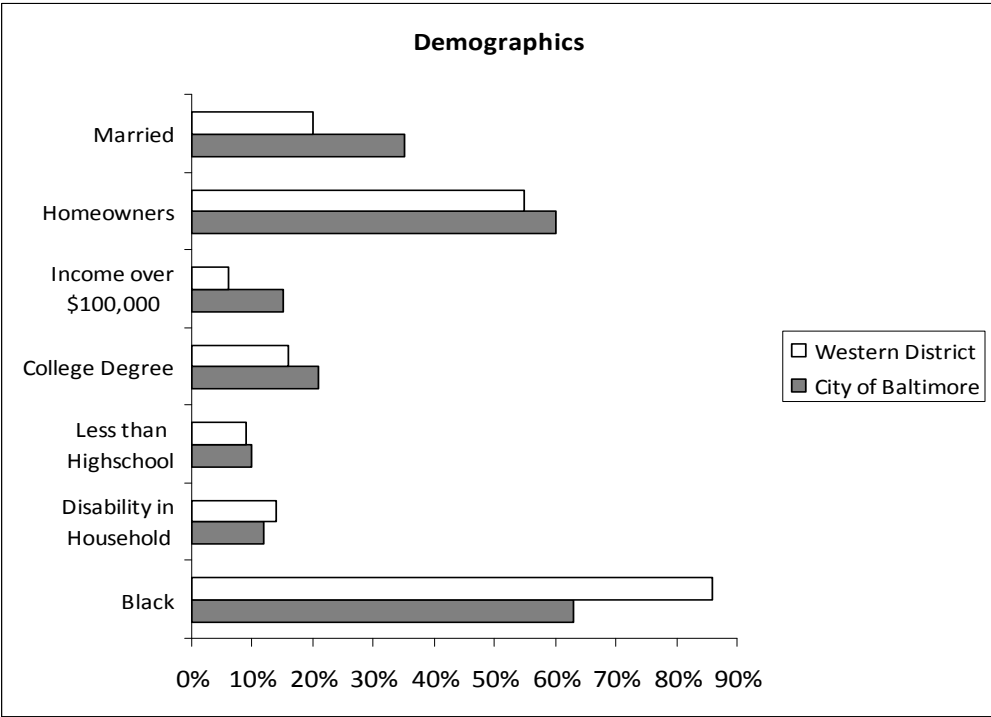


Chart 1: Demographics

### Demographics

The Western Planning District of Baltimore differed from the population as a whole in terms of racial makeup, education level, marital status and homeownership. The chart above shows major differences in select categories, showing how Western Baltimore residents were more likely to identify as black and less likely to be homeowners, married, have a college degree, have an income over \$100,000

### Western District

The Western Planning district borders Gwynns Falls/Leakin Park in the west, Druid Hill in the north, Fremont Avenue on its western border, and Mulberry Ave on its southern border. Major neighborhoods include Harlem Park, Sandtown/Winchester, Penn North, Mondawmin, Burrellth-Leighton, Mount Holly, Northwest Community Action, Coppin Heights, and Franklintown Road.

### Key Findings:

Demographics characteristics of Western district residents:

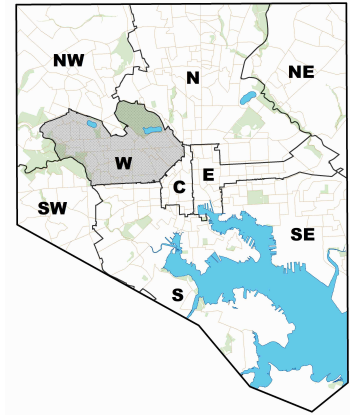
- 6% with income over \$100,000
- 14% in a disability household
- 16% with a college degree
- 55% were homeowners
- 20% were married
- 86% were Black

Western district residents were:

- Less likely to be satisfied with City services
- Less likely to rate neighborhood cleanliness as excellent or good
- Less likely to rate sidewalk maintenance and housing code enforcement as good or excellent.
- Less likely to rate police protection and safety as excellent or good
- More likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem

## 2012 Citizen Survey Results

In the 2012 Citizen Survey, Western district residents were the least likely among all other districts to be satisfied or very satisfied with City services. The percentage of Western district residents who gave city services positive ratings has fallen steadily over the past three years from 52% in 2010, to 40% in 2011 down to its lowest mark of 28% in 2012. Western district respondents were also less likely to recommend living in their neighborhood to a friend and more likely to leave Baltimore in the next one to three years.



For cleanliness-related issues, Western district residents were less likely to rate neighborhood cleanliness as excellent or good. Western district residents were also less likely to rate most cleanliness related services, including trash removal, snow removal, curbside recycling, and water and sewer services, as good or excellent. Western residents were just as likely to rate rat removal services as good or excellent as the rest of the city.

For neighborhood-related services, Western Baltimore residents' ratings for street maintenance followed closely the ratings by the entire sample. However, they were significantly less likely to give positive ratings to housing code enforcement and sidewalk maintenance. Western residents were also more likely to rate homelessness and vacant or abandoned buildings as serious or very serious problems.

For safety-related issues, Western district residents were less likely to rate police protection as excellent or good. The percentage of those who thought police protection was excellent or good has dropped significantly over the past three years from 60% in 2010 to 42% in 2011 to 36% in 2012. Western district residents were also less likely to rate neighborhood safety in the nighttime as very safe or safe, and were also slightly more likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a very serious or serious problem.

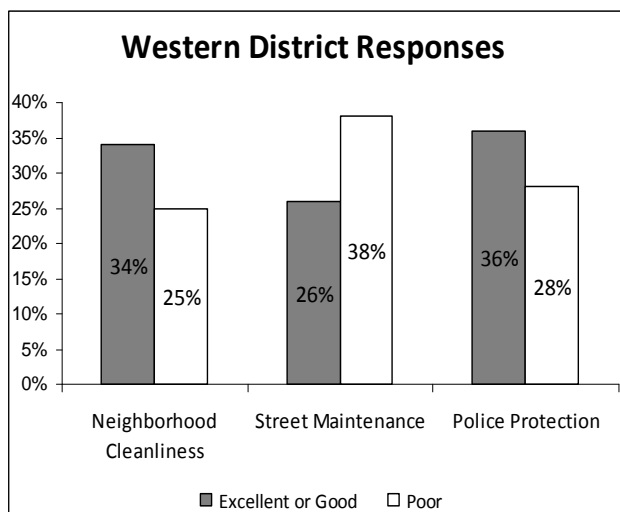


Chart 2: Western District Responses on Cleanliness, Street Maintenance, and Police Protection

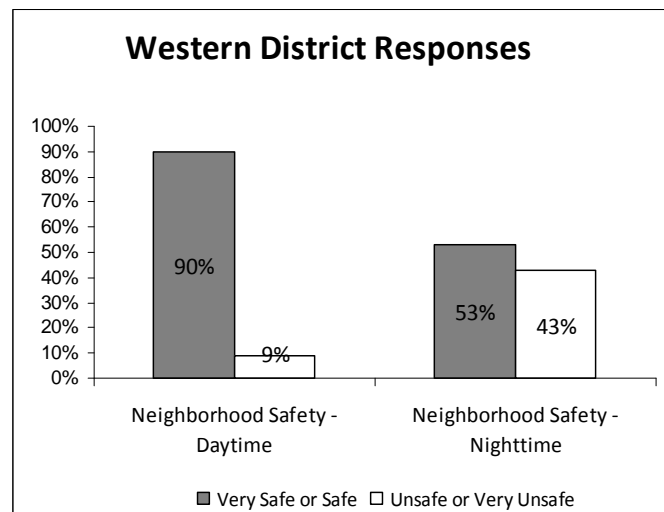


Chart 3: Western District Responses on Safety